



CITY OF NOVI CITY COUNCIL
MARCH 18, 2024

SUBJECT: Consideration of a resolution requesting Oakland County amend its agreement with People's Express (PEX) to add transportation services to the City of Novi.

SUBMITTING DEPARTMENT: City Manager
Parks, Recreation, and Cultural Services/OAS

BACKGROUND INFORMATION:

The Older Adult Needs Committee was formed by City Council in January 2023 to advise Council on the needs of older adults in Novi, identify best practices for service delivery needs, as well as to formulate and recommend plans to meet the critical needs of older adults and adults with disabilities.

Senior Transportation was one of the focus areas identified for research and discussion by the Older Adult Needs Committee. City staff provided ridership statistics and discussed the challenges facing Novi's Senior transportation services. The OAS Needs Committee presented their findings and recommendations to the Mayor and City Council on October 9, 2023. At that time, the Committee recommended City Council contract a 3rd party provider covered under the Oakland County transportation millage to expand transportation to include more hours and days of service and potentially open services to all residents.

Novi Youth Council, representing potential teen riders, has expressed interest in the service, citing feeling safer with a City of Novi-approved provider than Uber or Lyft and favoring a more affordable option.

In November 2022, Oakland County voters approved the Oakland County Public Transportation millage. This is a 10-year, .95 mill tax dedicated to expanding and maintaining public transit services throughout Oakland County. The millage amounts to approximately \$4.4 million, which Novi residents pay to Oakland County for public transportation services. Current services provided to Novi by the millage are the two SMART fixed bus routes operating on 12 Mile and Grand River Ave. Oakland County is utilizing selected providers (PEX, WOTA, NOTA, OPC, and SMART) to provide curb-to-

curb services within each community. Novi is currently the only community operating its own system.

To expand and improve Senior Transportation for Novi residents, staff recommends approving the following resolution which would initiate the creation of an implementation strategy with PEX to begin delivering services here in Novi. They have an established operation, offering more hours and a much shorter time to make a ride reservation (three days, compared to a week). PEX's driver pool is well-trained with a full-time support network to ensure they are up to date on all necessary protocols/procedures related to offering services to vulnerable populations.

People's Express (PEX) was born in Northfield Human Services, which was incorporated in 1991 to address the human service needs of Northfield Township. The organization initially sought to address the transportation needs of low-income individuals within their community. As a result of these efforts, PEX transportation service was launched with only one bus and one driver. In 2007, PEX grew from a specialized service program to its own organization. Today, PEX maintains a fleet of 74 vehicles, has 81 employees, and services the transit needs for the Wixom, South Lyon, Lyon Township, Milford Township, Commerce Township, and the Villages of Milford and Wolverine Lake along with the City of Detroit.

If Council agrees with this course of action, City administration can engage PEX representatives regarding ridership fare deals or programs for Novi residents, using the current budget allocation. More importantly, the proposed move to PEX through the County's expanded transportation millage means there is no increase in expenditure from the City's budget. These expanded hours and services to all residents aged 14 and older (including non-disabled) all fall under the new millage.

RECOMMENDED ACTION: Approval of a resolution requesting Oakland County amend its agreement with People's Express (PEX) to add transportation services to the City of Novi.

CITY OF NOVI

COUNTY OF OAKLAND, MICHIGAN

**RESOLUTION REQUESTING OAKLAND
COUNTY AMEND ITS AGREEMENT WITH PEOPLE'S EXPRESS
TO ADD SERVICES TO THE CITY OF NOVI**

Minutes of a Meeting of the City Council of the City of Novi, County of Oakland, Michigan, held in the City Hall of said City on _____, 2024, at 7 o'clock P.M. Prevailing Eastern Time.

PRESENT: Councilmembers _____

ABSENT: Councilmembers _____

The following preamble and Resolution were offered by Councilmember _____ and supported by Councilmember _____.

WHEREAS, on November 8, 2022, the citizens of Oakland County approved a countywide .95 transportation millage for ten years, to improve and expand transit services, creating and expanding new fixed routes for bus service, expanding transportation services for seniors, veterans, individuals with disabilities and other related transportation needs as authorized by law;

WHEREAS, the principal providers of public transportation services in Oakland County are Suburban Mobility Authority for Regional Transportation (SMART), Western Oakland Transportation Authority (WOTA), North Oakland Transportation Authority (NOTA), the Rochester Hills-Oakland-Rochester-Older Persons' Commission (OPC) and Peoples' Express Inc. (PEX), all of whom Oakland County has contracted with to provide expanded transportation services within the County;

WHEREAS, the City is receiving some transportation services from SMART and has been advised by Oakland County that it is eligible to receive additional transportation services from one of the transportation providers;

WHEREAS, the City has reviewed the options for receiving services from the transportation providers under contract with Oakland County, and has determined that the transportation area and services offered by PEX, which gives priority service to individuals aged 55 and older, low-income individuals, persons with disabilities and Veterans, and door-to-door services for people with mobility devices in need of assistance, will be the most advantageous transportation to make available to the residents within the City, in addition to services provided by SMART;

WHEREAS, the City would like to have the contract between Oakland County and PEX include the City of Novi as one of the communities that PEX is required to service.

NOW THEREFORE, IT IS THEREFORE RESOLVED that the City of Novi requests the Oakland County Board of Commissioners to approve an amendment to the County's agreement with Peoples' Express Inc., or PEX, to include the City of Novi as one of the communities where PEX is required to provide transportation services.

AYES:

NAYS:

RESOLUTION DECLARED ADOPTED.

Cortney Hanson, City Clerk

CERTIFICATION

I hereby certify that the foregoing is a true and complete copy of a resolution adopted by the City Council of the City of Novi, County of Oakland, and State of Michigan, at a regular meeting held this _____ day of _____, 2024, and that public notice of said meeting was given pursuant to and in full compliance with Act No. 267, Public Acts of Michigan, 1976, and that the minutes of said meeting have been kept and made available to the public as required by said Act.

Cortney Hanson, City Clerk
City of Novi

MEMORANDUM



TO: MAYOR AND CITY COUNCIL
FROM: JEFF MUCK, PRCS DIRECTOR
KIT KIESER, OAS MANAGER
VICTOR CARDENAS, CITY MANAGER
SUBJECT: NOVI SENIOR TRANSPORTATION STATUS
DATE: FEBRUARY 23, 2024

At the January 23, 2023, meeting, City Council, led by Mayor Gatt, passed a resolution creating the Older Adult Needs Committee. Three City Council members and four community members were appointed:

- Laura Casey, Mayor Pro Tem
- Brian Smith, City Council
- Ericka Thomas, City Council
- Kathy Crawford, Historical Commission
- Kim Nice, Historical Commission
- Debbie Wrobel, Historical Commission
- Jay Dooley, PRCS Commission

Older Adult Needs Committee's responsibilities outlined in the resolution included: advise City Council on the needs of older adults in Novi, identify best practices for service delivery needs, and formulate and recommend plans to meet critical needs of older adults and adults with disabilities.

Senior Transportation was one of the focus areas identified for research and discussion by the Older Adult Needs Committee. City staff provided ridership statistics and discussed the challenges facing Novi's Senior transportation services. The OAS Needs Committee presented their findings and recommendations to the Mayor and City Council on October 9, 2023. At that time, the Committee recommended City Council contract a 3rd party provider covered under the Oakland County transportation millage to expand transportation to include more hours and days of service and potentially open services to all residents.

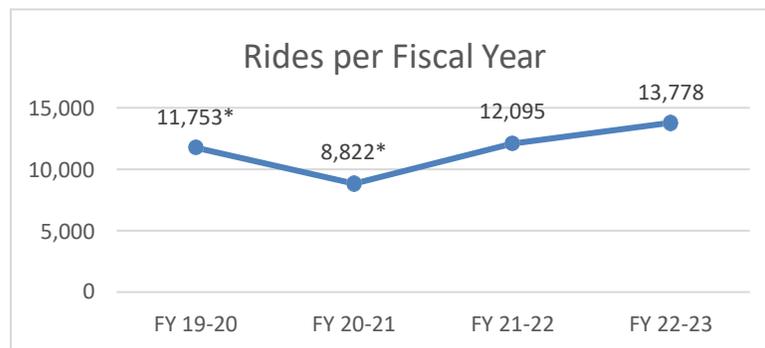
The Committee cited:

- **Gaps in scheduling availability.** Riders are often unable to schedule rides with fewer than 7 days' notice due to driver and vehicle availability.
- **Expansion of evening and weekend hours.** This may exclude residents from evening events and activities with the City or elsewhere. The City does not currently offer service on Sundays.
- **An increase in rides from private senior living facilities.** Multiple facilities have increased the cost of their transportation pricing to encourage riders to use free City transportation or have eliminated their service entirely.

- **High cost and 12+ month lead time to obtain ADA accessible vehicles.** We would need to increase our fleet by several vehicles to meet the demand. Each vehicle purchase is estimated to cost \$80,000.
- **Challenges with driver recruitment and retention.** Current Novi driver wages fall short of market, made more difficult by our part-time-only staffing model. To be competitive, the City would need to move to a full-time staffing model for drivers and schedulers, increase hourly wages by \$6-10 an hour, and add additional drivers to the roster of employees.
- **Frequent rides for ongoing medical treatments (up to 6 rides per-person each week).** Appointments for ongoing treatments can be made indefinitely, challenging our ability to provide rides with shorter notice. Medical rides are prioritized, leaving less availability for social, work, and daily errand requests.
- The Committee's recommendation included maintaining a few vehicles to be utilized for PRCS/OAS programming that is currently limited due to availability.

Additional items not cited in the OAN Committee's presentation:

- With an average staff team age of over 70 years old, many of our staff members are near retirement, work limited hours and have their own mobility concerns, limiting those who can provide assistance to riders who need it.
- The free-to-ride model has increased no-shows and same-day cancellations to 6-10 rides per week.
- Ride demand is trending upward. FY 22-23 saw a 13.9% increase over the previous year. We anticipate FY 23-24 to be an additional increase of 4% or higher.



*Only medical rides were provided during COVID-19 pandemic.

Oakland County Transit

In November 2022, Oakland County voters approved the Oakland County Public Transportation millage. This is a 10-year, .95 mill tax dedicated to expanding and maintaining public transit services throughout Oakland County. The millage amounts to approximately \$4.4 million paid by Novi residents to Oakland County for public

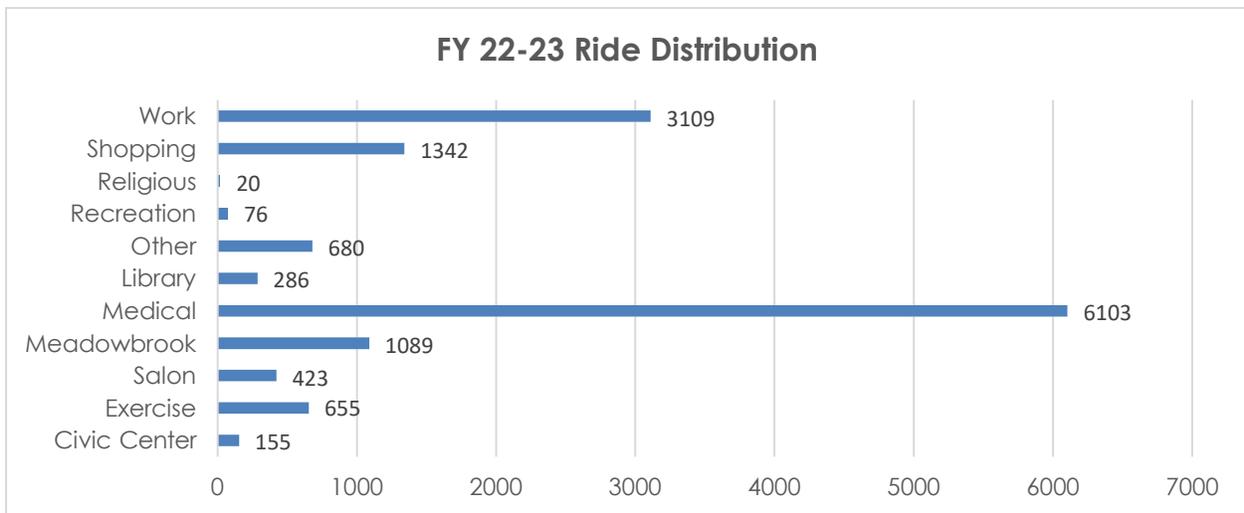
transportation services. Current services provided to Novi by the millage are the two SMART fixed bus routes operating on 12 Mile and Grand River Ave.

Novi Senior Transportation averages an expense of \$170,000 per year. The City receives approximately \$50,000 in credits from the Suburban Mobility Authority for Regional Transportation (SMART). SMART contracts with cities, villages, and townships (CVT) to provide Municipal Credit funds, which are made available to it by the Michigan Legislature pursuant to Michigan Public Act 51 of 1951. Additionally, after the passing of the millage, Oakland County developed a reimbursement program for CVTs already offering transit services. This was a one-time reimbursement program, and Oakland County has informed us that they do not plan on developing another in 2024. As stipulated in the correspondence sent to City Council in August of 2023, Oakland County's model utilizes selected providers (People's Express, WOTA, NOTA, OPC, and SMART) to provide curb-to-curb services within each community. Novi is currently the only community operating their own system. Independence Township was in a similar position but began the process to negotiate with the North Oakland Transit Authority (NOTA) this past Monday.

The County is utilizing selected providers (People's Express, WOTA, NOTA, OPC and SMART) to provide curb-to-curb services within each community.

City of Novi – OAS and Senior Transportation are operated through PRCS

Number of vehicles: 7 total vehicles, 4 ADA
 Staffing: 3 PT schedulers/dispatchers, 17 PT drivers
 Rides per year: ~14,000
 Cost to rider: Free within Novi city limits and \$5 outside of Novi (within 10 miles of Civic Center)
 Service hours: Monday - Friday 8am – 4pm, Saturday 9am-3pm
 Expense: ~\$386,000 in FY 22-23, with an average net negative of \$274,000 per year over the last 5 years



Below is information regarding transportation programs in neighboring communities Novi has historically referenced in benchmarking programs and services it offers:

Independence Township – Negotiating services with NOTA

Canton Township - Services contracted to Nankin Transit Commission (with SMART vehicles)

Sterling Heights – Minibus Service is operated by the Parks and Recreation Senior Center

Number of vehicles: 10 ADA vehicles
Staffing: 1 FT coordinator, 19 PT drivers
In need of additional dispatch/office staff
Service hours: Monday - Friday 8:30am – 3:30pm
Cost to rider: Free
Rides per year: ~12,000
Expense: ~\$275,000, with SMART credits and 5310 funding

Troy - Troy R.Y.D.E. is operated by the Department of Public Works

Number of vehicles: 7 ADA vehicles, vehicles are leased from SMART
Staffing: 1 FT coordinator, 1 PT dispatcher, 15 PT drivers, 1 FT driver.
Anticipating an increase to FT driver pool.
Service hours: Monday - Friday 8am - 4pm
Cost to rider: Free
Rides per year: ~20,000
Expense: ~\$700,000, trending +\$50,000 each year, with 5310 funding

Livonia – Community Transit is operated by their Housing Department

Number of vehicles: 19 with 9 on the road at a time
Staffing: 1 FT coordinator, 1 FT dispatcher, 2 PT dispatchers, 15 PT drivers
Service hours: Monday - Friday 7 a.m. to 6:30 p.m.
Cost to rider: \$2 per stop
Rides per year: ~15,000
Expense: ~\$1,000,000

Following OAN Committee's recommendation and to complete due diligence in order to make a recommendation to City Council, a request for proposal (RFP) was sent to three County-approved entities operating in the Novi area: Western Oakland Transportation Authority (WOTA), People's Express (PEX), and Suburban Mobility Authority for Regional Transportation (SMART). SMART elected not to respond to the RFP.

Request for Proposals

To assist City staff with identifying which of the county-approved providers could best serve the community, a request for proposals (RFP) was sent to the three providers operating around Novi: WOTA, PEX, and SMART. Only WOTA and PEX submitted proposals. A representative from SMART shared the following:

"SMART will not be submitting a response to the RFP. As the Federal Transit Administration's designated public transportation provider for metro Detroit, we do not compete with our sub-recipients (like WOTA and People's Express) to provide service. SMART has over 100 communities in its service area, and it would be chaotic if each of those individual cities wanted us to apply to be their provider.

In addition, our microtransit service, FLEX, is still in a pilot project phase, and no decisions have been made about where expansion of that service will occur next."

A group of City employees evaluated the two proposals and deemed that PEX would offer the best services to Novi residents for many reasons; one being that they offer services to all residents—not just seniors and adults with disabilities. Their service hours, extensive and diverse vehicle fleet, and driver training and safety protocols propelled them to the top of all the evaluators scoring.

Recommendation

In hopes of expanding and improving Senior Transportation for Novi residents, staff recommends entering negotiations via Oakland County with People's Express. They have an established operation, offering more hours and a much shorter time to make a ride reservation (three days, compared to a week). PEX's driver pool is well-trained with a full-time support network to ensure they are up to date on all necessary protocols/procedures related to offering services to vulnerable populations. If the City of Novi were to ramp up operations to meet this level of service, it would be a significant financial investment with the need to shift to a full-time staffing model, adding employees, and increasing the current fleet of vehicles.

If Council agrees with this course of action, City administration can engage PEX representatives regarding ridership fare deals or programs for Novi residents, using the current budget allocation. More importantly, the proposed move to PEX through the County's expanded transportation millage means there is no increase in expenditure from the City's budget. These expanded hours and services to all residents (including non-disabled) all fall under the new millage.

Additional Options for Consideration

If Council elects to continue Novi Senior Transportation operations in-house, the following are additional options for consideration:

- 1. Maintain existing service as-is, recognizing challenges will increase with additional rider demand, length of time for scheduling services and recruitment and retention of staff. PRCS will subsidize the program at approximately \$170,000 annually.**

2. Maintain current services with significant adjustments to staffing and wages including the addition of full-time staff.

Staff	Qty	Wage	Base salary	Hours	Weeks	FICA	Benefits	Yearly staffing cost	
FT Coordinator	1	\$26.00	\$54,080.00	40	52	1.0765	\$27,750.00	\$85,967.12	
PT Dispatcher	2	\$22.00		20	50	1.0765		\$47,366.00	
FT Drivers	4	\$24.00	\$49,920.00	40	52	1.0765	\$27,750.00	\$325,955.52	
PT Drivers	16	\$22.00		10	50	1.0765		\$189,464.00	
Safety Coordinator	1	\$24.00		10	50	1.0765		\$12,918.00	
total staffing								\$661,760.64	
Add. ops costs	Qty	Expense							
ADA Ford Transit	4	\$80,000.00							\$320,000.00
Software	1	\$6,800.00							\$6,800.00
GPS tracking	12	\$225.00							\$2,700.00
Based on 8 vehicles running 8am-5pm M-F; 320 on-road staff hours per week						Total Non-staff		\$329,500.00	
Not included: staff training & development, fuel, maintenance						Total		\$991,170.64	

3. Move to a medical rides-only model, operating M-F 8am-5pm.

	Qty	Wage	Base salary	Hours	Weeks	FICA	Benefits	Yearly staffing cost	
FT Coordinator	1	\$26.00	\$54,080.00	40	52	1.0765	\$27,750.00	\$85,967.12	
PT Dispatcher	1	\$22.00		20	50	1.0765		\$23,683.00	
PT Drivers	16	\$22.00		10	50	1.0765		\$189,464.00	
Safety Coordinator	1	\$24.00		10	50	1.0765		\$12,918.00	
\$312,032.12									
Add. ops costs	Qty	Expense							
ADA Ford Transit	1	\$80,000.00							\$80,000.00
Software	1	\$6,800.00							\$6,800.00
GPS tracking	12	\$225.00							\$2,700.00
Based on 4 vehicles running 8am-5pm M-F; 170 on-road staff hours per week						Total Non-staff		\$89,500.00	
Not included: staff training & development, fuel, maintenance						total		\$401,532.12	

4. Expand days and hours to match Oakland County contracted services:

Staff	Qty	Wage	Base salary	Hours	Weeks	FICA	Benefits	Yearly staffing cost
FT Coordinator	1	\$26.00	\$54,080.00	40	52	1.0765	\$27,750.00	\$85,967.12
FT Dispatcher	2	\$24.00	\$49,920.00	40	52	1.0765	\$27,750.00	\$162,977.76
FT Drivers	21	\$24.00	\$49,920.00	40	52	1.0765	\$27,750.00	\$1,711,266.48
Safety coordinator	1	\$24.00	\$49,920.00	40	52	1.0765	\$27,750.00	\$81,488.88
total staffing								\$2,041,700.24

Add. ops costs	Qty	Expense	
ADA Ford Transit	4	\$80,000.00	\$320,000.00
Software	1	\$6,800.00	\$6,800.00
GPS tracking	12	\$225.00	\$2,700.00
Based on 10 vehicles running 6am-9pm M-F; 5 vehicles 8am-5pm Sa-Su			Total non-staff
840 on-road staff hours per week			\$329,500.00
Not included: staff training & development, fuel, maintenance			Total
			\$2,371,200.24

Connecting
Communities.
Expanding
Access.



OUR MISSION

People's Express (PEX) is dedicated to providing safe and reliable public transportation to empower all individuals to maintain their independence and enhance their quality of life, with attention to underserved populations including, but not limited to: aging adults, people with disabilities, lower-income, underemployed, and those with limited access to transportation due to rural geography.

People's Express

Booking a Reservation

Call: (877) 214-6073

Monday-Friday | 8 a.m. to 7 p.m.
To guarantee your ride, please book your reservation at least three business days in advance.

Confirmation Call

Expect a confirmation call one business day prior to your scheduled ride.

Pick-Up

Drivers may arrive up to 15 minutes before or after scheduled pick-up time and will wait for five minutes before departing.

Learn More
PeoplesExpressMi.com/
Oakland

People's Express

*Oakland County
Transportation Services*

**Safe, Reliable,
and Timely
Transportation**

(877) 214-6073




**OAKLAND
TRANSIT**

Who Can Ride?

Residents of:

- City of South Lyon
- City of Wixom
- Commerce Township
- Lyon Township
- Milford Township
- Village of Milford
- Village of Wolverine Lake

Expanded Services

New Service Hours

Weekdays	6 a.m. to 9 p.m.
Saturday	6 a.m. to 5 p.m.
Sunday	9 a.m. to 5 p.m.

*Limited service on holidays.
Call for more details*

New Service Boundaries

Northern Boundary	M-59
Southern Boundary	7 Mile Road
Eastern Boundary	Drake Road
Western Boundary	US-23

Pricing

In-Boundary Trips

General Public	\$4 (one-way)
Discounted Fares	\$2 (one-way)

Out-of-Boundary Trips

General Public	\$4 + \$2.50/mile
Discounted Fares	\$2 + \$1.25/mile

Excluding holidays

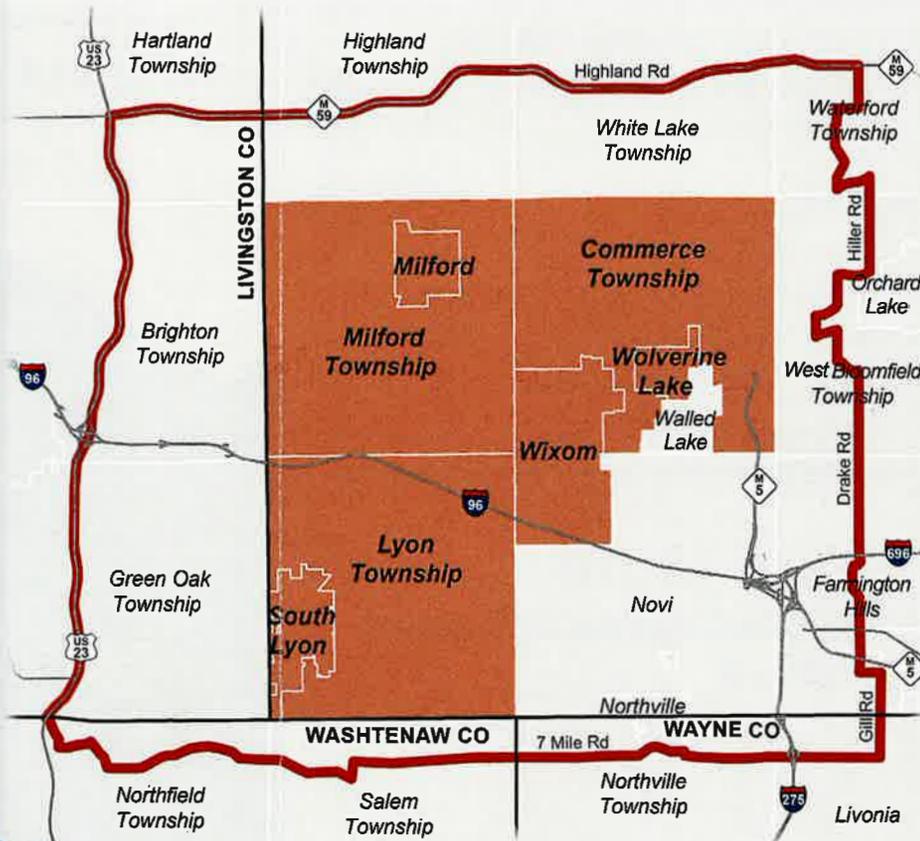
Who is Eligible for Discounted Fares?

- Low-income individuals
- Veterans
- Seniors 55+
- Persons with disabilities



Service Area

-  Service Communities
-  Driving Boundary



“ We are making real progress toward accessible, affordable public transportation throughout Oakland County. Local providers like People’s Express are leading the way by expanding service and increasing ridership as more people learn about the benefits of the system. Our new Transit Division looks forward to working with People’s Express to improve service and create a truly countywide system.”

David Coujter
Oakland County Executive

People's Express

PEX Rider Guidelines

People's Express (PEX) is a low-cost public transportation service for select townships and cities in Southeast Michigan. Most of our buses and vans are lift-equipped and they all meet ADA requirements. We are the driving force that enables people to remain an independent, active part of their communities.

PEX is dedicated to providing safe and reliable public transportation to empower all individuals to maintain their independence and enhance their quality of life, with attention to underserved populations including, but not limited to: aging adults, people with disabilities, lower-income, underemployed or unemployed, and those with limited access to transportation due to rural geography.

How to book a ride:

Call People's Express at **877-214-6073** between **8:00 AM and 7:00 PM Monday through Friday** to schedule your ride. A call back will be given one business day before your scheduled ride. On the day of your trip, please be ready. Drivers will wait five minutes. They may arrive up to 15 minutes before or after scheduled pick-up times.

Reservations must be made at least three business days in advance. If you call before 2 pm on Monday, Monday counts as a business day, and you can get a ride on Thursday. If you call after 2 pm on Monday, the three business days start the next day, and you can get a ride on Friday.

Scheduling Guidelines

Rides are based on a first come first serve basis, with priority given to: Medical/Dental Appointments, Work Rides, Shopping for food, and all others. No ride is guaranteed. Riders requesting shopping trips will be assigned a flex time. High-priority trips will be given accommodations first and shopping trips will be subsequently scheduled.

PEX is demand response public transportation and schedules change daily based on rides that day, how many people are on the vehicle, traffic, weather, late passengers, issues with passengers, etc. We have no fixed routes. Please be patient and understand your ride will not be the same every time. We have different drivers and different routes daily.

The driver can only take the passenger to the destination that was scheduled with the dispatcher. Drivers cannot make scheduling adjustments; these must be done ahead of time with dispatch.

Voicemail is not available to schedule rides. You must speak with dispatch.

PEX does not allow transportation for medical emergencies. Call 9-1-1.

Payment

Riders can pay in exact change or check. Drivers will not give change.

Cancellation Policy:

To avoid excessive cancellations for scheduled transportation trips, the following policy has been adopted by People's Express to help us better serve you and keep costs down. People's Express defines a cancellation as any scheduled trip that is:

- Called off the same day as the trip.
- Failure to appear for the scheduled trip and/or complete the trip once the driver has arrived at your designated pick-up location.

Business days are Monday, Tuesday, Wednesday, Thursday, and Friday.

Calls received after 3:00 PM are considered to be the next business day.

- Three (3) cancellations on the same day within 30 days will result in a 30-day suspension of transportation services. Clients must have good reasoning as to why they cancel to not be suspended from services.
- After the first suspension, cancellation of only two (2) days during 30 days will result in a 60-day suspension of services.
- Cancellation beyond this will jeopardize your privilege to ride the People's Express permanently.

People's Express DOES NOT operate on the following days:

- New Year's Eve
- New Year's Day

- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve
- Christmas Day

Rules to follow once on board:

- Seat belts must be worn at all times on PEX vehicles for safety.
- Smoking or using electronic cigarettes is prohibited onboard.
- Children under 14 require parental supervision
- Children MUST have proper child transportation seats as required by law to ride
- Any form of abuse or harassment towards passengers or staff results in immediate action.
- No passenger may act in a threatening, harmful, criminal, or unsafe manner, which may jeopardize the passenger, the driver, or other passengers.
- Keep noise levels low during the ride to ensure comfort for everybody on board.
- Store personal belongings in designated areas to maintain accessibility and safety on board.
- Eating and drinking are not allowed on the vehicle, except for medical needs
- Any passenger-caused damage to the vehicle may result in liability and loss of service privileges.
- Illegal activities, such as vandalism or assault, will lead to immediate termination of service.
- No guns, knives, or weapons of any kind will be permitted on our vehicles.
- No hazardous, explosive, or corrosive materials will be permitted on our vehicles.
- Maintain personal hygiene for the comfort of all passengers, especially seniors and individuals with disabilities.
- Board and exit the vehicle in an orderly manner to ensure safety, particularly for those with mobility challenges.
- Your feedback is valuable for improving PEX services. Report any concerns or complaints promptly for resolution.

Hazardous Conditions

Any potentially communicable health condition (open wounds/sores, bodily fluids, lice, bed bugs) is considered hazardous. Failure to conform to this standard will result in a temporary suspension of service.

Personal Hygiene

To protect the health and well-being of PEX personnel and our passengers, PEX requires all passengers to maintain an acceptable standard of personal hygiene. Failure to conform to this policy will result in probationary status and/or a temporary suspension of service.

Boarding and Exiting

Our buses offer the advantage of easy boarding and exiting for passengers of all abilities. Please arrive at the designated pick-up location a few minutes early to ensure a timely departure. Our drivers will assist passengers with boarding, including those with mobility aids or other special requirements. When exiting the bus, please allow others to disembark safely before moving to ensure a smooth transition.

Please note that driveways and private roads must be passable and cleared of hanging branches and snow.

Shopping bags on vehicles

Dispatchers will tell clients that they are only allowed to bring 6 little Kroger/Wal-Mart bags and 3 big bags of groceries back from their trips when scheduling grocery trips. If the clients do not follow this, drivers will inform dispatchers after the client is dropped off. Dispatchers will call clients and let them know that this is unacceptable and that if it happens again they could be kicked off the service for 2 weeks for shopping trips only. Drivers are not permitted to help clients with their shopping bags. If a client is unable to carry their shopping bags, they should have an escort/aide with them.

Walkers, Canes, Crutches, Strollers

Passengers using walkers, canes, or crutches are responsible for their own personal medical equipment. None of these, including strollers occupied by children, shall be stored in the wheelchair securement areas. Drivers are prohibited from using the Q-

Strait tie-downs to secure anything other than wheelchairs, scooters, adult strollers, or companion chairs.

Accessibility and Accommodations

Our vehicles are equipped with features to accommodate passengers with mobility challenges, such as wheelchair lifts and securement systems. Passengers with scooters or battery-operated wheelchairs that are not compatible with the Q-Strait straps will need to either be transferred to the vehicle's seat, or a wheelchair provided by PEX.

Please inform us in advance if you require any specific accommodations.

Service Animal policy

People's Express, in compliance with the Americans with Disabilities Act (ADA), must allow people with disabilities to bring their service animal into all areas where passengers are normally allowed to go.

Under this policy, a service animal is defined as an animal that is individually trained to perform tasks for people with disabilities such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks.

People's Express acknowledges that we **may**:

- Ask if an animal is a service animal
- Ask what tasks the animal has been trained to perform
- Charge a passenger with a disability for damage caused by their service animal

People's Express also acknowledges that we **cannot**:

- Require special ID cards for the animal
- Ask about the person's disability
- Charge extra fees for the service animal
- Treat a person with a disability who uses a service animal less favorably than other passengers
- Ask a person with a disability to remove their service animal from the bus unless the animal is out of control and the owner does not take effective action to control it OR if the animal poses a direct threat to the health and safety of others*

***Allergies or fear of animals are generally not valid reasons for denying access or refusing service to passengers with service animals.**

People's Express is **not** required to provide care of food for a service animal.

Personal Care Attendants (PCA)

A PCA is anyone whose purpose is to help you meet your disability-related personal needs. One (1) Personal Care Attendant (PCA) may accompany you at no additional charge. Please tell the scheduler that a PCA will accompany you.

Customer Complaints:

In the event of any customer complaints or concerns regarding our transportation services, we encourage riders to promptly reach out to our dedicated Dispatch Department at **(877)-214-6073**. Our team is readily available to address issues with the utmost urgency and professionalism. Your feedback is invaluable to us as we strive to enhance the quality of our service continuously. Rest assured, we are committed to resolving any grievances efficiently and ensuring your satisfaction with every aspect of your journey with PEX.

Compliance:

Failure to comply with one or more of the terms of this policy may result in an immediate, temporary, or permanent suspension of transportation services and/or probation. Except for an immediate temporary suspension, a rider shall be notified of any planned disciplinary action and shall be given three (3) days to appeal. Violations result in the following suspensions over the course of a one-year rolling calendar: first violation: 7-day suspension, second violation: 14 days, third violation: 21 days, fourth violation: 28 days. Any violation after the fourth one may result in additional suspension time or permanent suspensions of transportation services.

People's Express

Communities:

**Wixom
South Lyon
Lyon Township
Milford Township and Village
Commerce Township and Wolverine Lake**

Date Ranges

**July 2023 – September 2023
October 2023 – December 2023
January 2024**

Statistics Provided:

**Total Community Riders vs Total Oakland Riders
Rider Demographics
Trip Purposes**

***Broken down by Weekday, Saturday, and Sunday**

People's Express

Oakland Accounts Date Range: July 2023 - September 2023

Oakland Accounts					
Description	Weekday	Saturday	Sunday	Total	Percentage
Wixom	469	9	9	487	11%
South Lyon	1,196	14	9	1,219	28%
Lyon Township	574	0	0	574	13%
Milford Township/Village	892	2	4	898	21%
Commerce Township/Wolverine Lake	927	10	9	946	22%
Other	148	10	1	159	4%
Total Demand Response Passengers	4,206	45	32	4,283	

Oakland Accounts					
Description	Weekday	Saturday	Sunday	Total	Percentage
Passengers - Regular	340	0	1	341	8%
Passengers - Elderly	2,438	35	25	2,498	58%
Passengers - Persons w/ Disabilities	284	0	0	284	7%
Passengers - Elderly Persons w/ Disabilities	1,144	10	6	1,160	27%
Total Demand - Response Passengers	4,206	45	32	4,283	

Oakland Accounts					
Description	Weekday	Saturday	Sunday	Total	Percentage
Medical	1,854	0	0	1,854	43%
Dialysis	453	2	0	455	11%
Personal	645	2	27	674	16%
Grocery Trip	289	11	0	300	7%
Educational	63	4	0	67	2%
Work	902	26	5	933	22%
Total Demand	4,206	45	32	4,283	

People's Express

Oakland Accounts Date Range: October 2023 - December 2023

Oakland Accounts					
Description	Weekday	Saturday	Sunday	Total	Percentage
Wixom	684	64	28	776	12%
South Lyon	1,581	32	24	1,637	25%
Lyon Township	720	21	18	759	12%
Milford Township/Village	1,405	37	29	1,471	22%
Commerce Township/Wolverine Lake	1,605	29	52	1,686	26%
Other	201	11	5	217	3%
Total Demand Response Passengers	6,196	194	156	6,546	

Oakland Accounts					
Description	Weekday	Saturday	Sunday	Total	Percentage
Passengers - Regular	523	13	11	547	8%
Passengers - Elderly	3,663	152	105	3,920	60%
Passengers - Persons w/ Disabilities	602	5	16	623	10%
Passengers - Elderly Persons w/ Disabilities	1,408	24	24	1,456	22%
Total Demand - Response Passengers	6,196	194	156	6,546	

Oakland Accounts					
Description	Weekday	Saturday	Sunday	Total	Percentage
Medical	2,271	30	10	2,311	35%
Dialysis	539	0	18	557	9%
Personal	1,296	34	70	1,400	21%
Grocery Trip	350	12	2	364	6%
Educational	243	20	0	263	4%
Work	1,497	98	56	1,651	25%
Total Demand	6,196	194	156	6,546	

People's Express

Oakland Accounts Date Range: January 2024

Oakland Accounts					
Description	Weekday	Saturday	Sunday	Total	Percentage
Wixom	276	17	13	306	13%
South Lyon	479	11	11	501	21%
Lyon Township	261	7	7	275	11%
Milford Township/Village	591	13	8	612	25%
Commerce Township/Wolverine Lake	584	9	14	607	25%
Other	117	2	2	121	5%
Total Demand Response Passengers	2,308	59	55	2,422	

Oakland Accounts					
Description	Weekday	Saturday	Sunday	Total	Percentage
Passengers - Regular	204	5	6	215	9%
Passengers - Elderly	1,338	42	46	1,426	59%
Passengers - Persons w/ Disabilities	262	4	3	269	11%
Passengers - Elderly Persons w/ Disabilities	504	8	0	512	21%
Total Demand - Response Passengers	2,308	59	55	2,422	

Oakland Accounts					
Description	Weekday	Saturday	Sunday	Total	Percentage
Medical	896	2	0	898	37%
Dialysis	177	0	0	177	7%
Personal	432	18	32	482	20%
Grocery Trip	110	8	0	118	5%
Educational	87	4	0	91	4%
Work	606	27	23	656	27%
Total Demand	2,308	59	55	2,422	

1. Why is the City moving to People's Express?

As a result of voter approval of the Oakland County transportation millage back in Nov. 2022, all Oakland County residents are now being taxed for the purpose of maintaining and expanding public transit services throughout Oakland County. We want to make sure you are getting the most service for your tax dollars.

2. What does this mean for Novi resident riders?

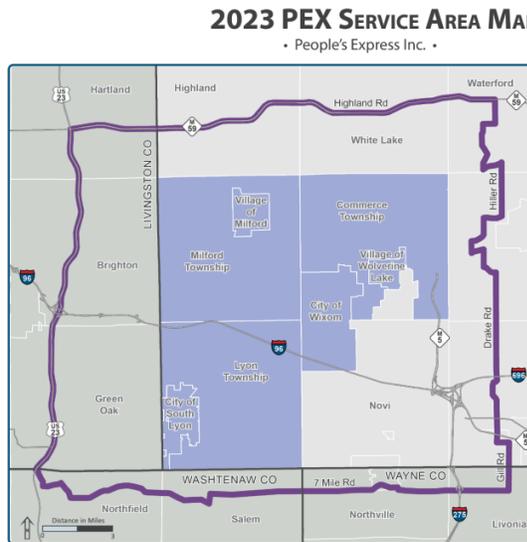
Novi residents will have access to expanded service hours and days, reduced time to schedule rides, access to destinations in a larger service area, and all Novi residents will be eligible to ride with People's Express.

3. What are the days and hours of operation?

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Start	6:00 AM	9:00 AM					
End	9:00 PM	5:00 PM	5:00 PM				

4. Where can riders travel with People's Express?

The entire City of Novi and the current 10-mile range set from the Civic Center will stay intact. PEX will provide service to additional areas that are currently available to the Oakland Communities by PEX will be added to the service coverage. **PEX's current Oakland county service area map is below and does not yet reflect the entirety of Novi's service area.**



PEX currently operates in some areas in Livingston and Washtenaw counties. These areas are not included in the Novi service area at base-fare but may be reached by riders paying a per-mile premium fare for miles traveled outside of the Oakland County service area.

5. What if a client needs to go out of the driving boundary?

This option is available for both the general public and our eligible riders but is based upon PEX availability. PEX is introducing an out-of-boundary trip at a fare of \$4.00 per one-way trip, plus a mileage charge of \$2.50 for each mile driven outside the boundary. Discounted fares are charged for out-of-boundary trips at a fare of \$2.00 per one-way trip, plus a mileage charge of \$1.25 for each mile driven outside the boundary.

6. Who will be eligible to ride with People's Express?

All Novi residents, regardless of age, ability, or income are eligible. Children under 14 require parental supervision.

7. How will riders transition from Novi Senior Transportation to PEX?

PEX will import existing riders' information from Ecolane (Novi's transportation software) into their system. From a rider's perspective, the transition should appear seamless from a scheduling standpoint.

Novi will maintain and gradually reduce services as PEX introduces services into the Novi service area over the course of 90 days (April to June). Novi will cease Senior Transportation operations June 28.

8. How can residents book a ride with PEX?

Call People's Express at 877-214-6073 between 8:00 AM and 7:00 PM Monday through Friday to schedule your ride. A call back will be given one business day before your scheduled ride. On the day of your trip, please be ready. Drivers will wait five minutes. They may arrive up to 15 minutes before or after scheduled pick-up times. Reservations must be made at least three business days in advance. If you call before 2 pm on Monday, Monday counts as a business day, and you can get a ride on Thursday. If you call after 2 pm on Monday, the three business days start the next day, and you can get a ride on Friday.

PEX anticipates a new software implementation in 2024 that will facilitate web-based scheduling as a supplement to the call center scheduling.

9. How do I pay for rides?

Riders can pay in exact change or check. Drivers will not give change.

10. How much will ride fares cost?

For seniors and persons with disabilities, \$2 each way, \$4 for all other rides, each way.

11. What happens to existing drivers and schedulers?

The current City of Novi Senior Transportation staff will have the opportunity to transition to employment with People's Express.

12. What happens to Novi's Senior Transportation vehicles?

Novi intends to retain the 14-passenger Ford E450 van and one wheelchair accessible Ford Transit vehicle. Remaining vehicles will be auctioned and/or offered for purchase by People's Express.

13. What if I have an issue with People's Express?

Riders are asked to share their user experience and feedback regarding PEX directly to the City of Novi's Older Adult Services Office.

14. When will data be shared with the community regarding ridership and usage?

	Q1 Jan-Mar	Q2 Apr-Jun	Q3 July-Sept	Q4 Oct-Dec	Annual
Local Providers					
Performance Report	Apr 30	July 30	Oct 30	Jan 30	Jan 10
Financial Statement					Apr 30

Smart Quarterly Report 1st Fiscal Quarter 2023-2024

FY 23-24	CITY OF NOVI SENIOR TRANSIT RIDERSHIP										
Breakdown	Meadowbrook Commons Residents	Novi Residents	Total Trips	Elderly Weekday	Elderly Saturday	Elderly Total	Disabled Weekday	Disabled Saturday	Disabled Total	Total Rides	
July	107	999	1106	607	14	621	466	19	485	1106	
August	126	1231	1357	701	16	717	628	12	640	1357	
September	79	1103	1182	593	19	612	554	16	570	1182	
3 mos totals	312	3,333	3,645	1,901	49	1,950	1,648	47	1,695	3,645	
October	97	1213	1310	654	17	671	626	13	639	1310	
November	106	1054	1160	576	5	581	568	11	579	1160	
December	101	905	1006	500	6	506	487	13	500	1006	
3 mos totals	304	3,172	3,476	1,730	28	1,758	1,681	37	1,718	3,476	